

City of Cincinnati



Interdepartment
Correspondence Sheet

Date: September 16, 2003

To: Mayor and Members of Council
From: Valerie A. Lemmie, City Manager *V. Lemmie*
Subject: Quality of Life Index – 2nd Quarter 2003 Update

200307328

The City Council, at its meeting on August 7, 2002, adopted the following item:

MOTION, dated 8/7/02, submitted by Councilmembers DeWine, Booth, Pepper, Monzel, and Tarbell, that the City Manager prepare a "Quality of Life Index" whereby citizens may have regular access to measures relating to the City's performance in improving the quality of life for City residents. The Index shall include comparative data for the last three years, and that the initial Quality of Life Index be prepared and submitted to the public through the Law and Public Safety Committee by the meeting set for September 4, 2002. Thereafter, the Administration shall provide to the Law Committee an update every three months of the Quality of Life Index, and that the Quality of Life Index shall include a tally of: litter citations issued by the City; panhandling citations; graffiti violations; graffiti abatements performed; noise violations; abandoned cars removed; weed citations; and illegal dumping citations as well as other related measures.

On October 2, 2002, City Council approved and filed a report containing baseline data for the Quality of Life Index current through the second quarter of 2002. On November 27, 2002, City Council approved and filed a report containing the 3rd Quarter 2002 update for the Quality of Life Index. On February 20, 2003, City Council approved and filed a report containing the 4th Quarter 2002 update for the Quality of Life Index. City Council filed a report containing the 1st Quarter 2003 update on August 6, 2003.

The attached report contains the 2nd Quarter 2003 update for the Quality of Life Index.

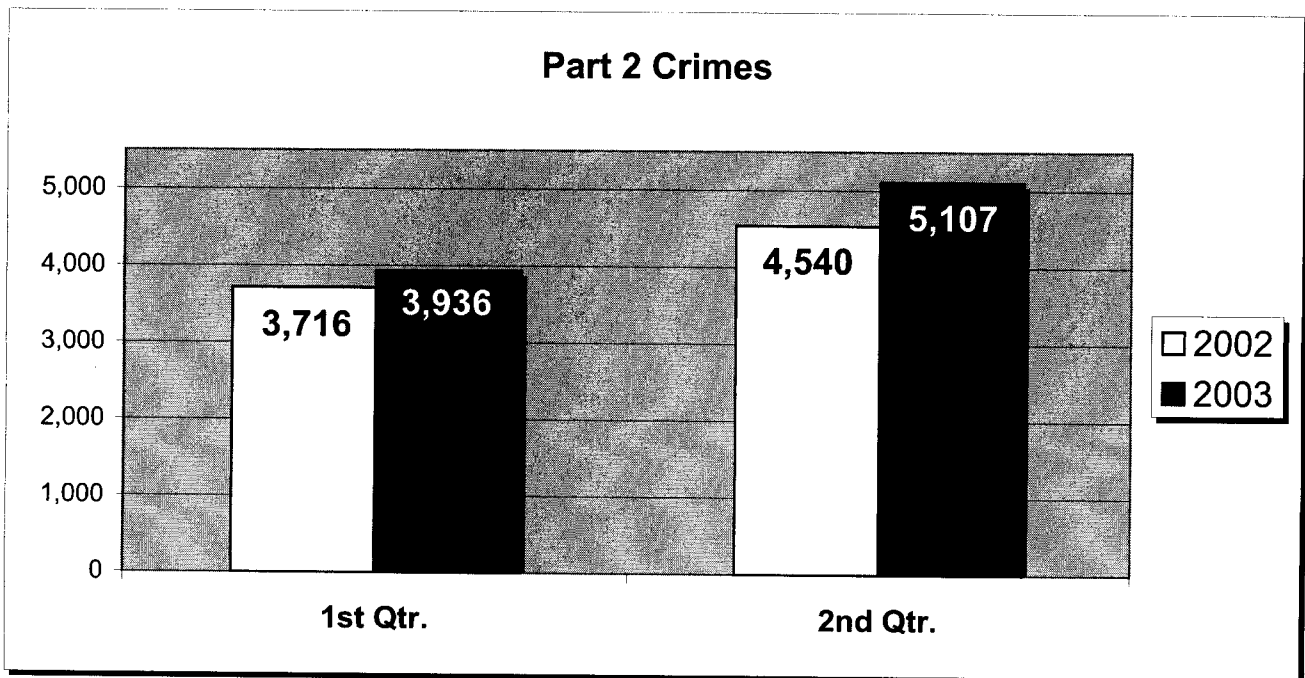
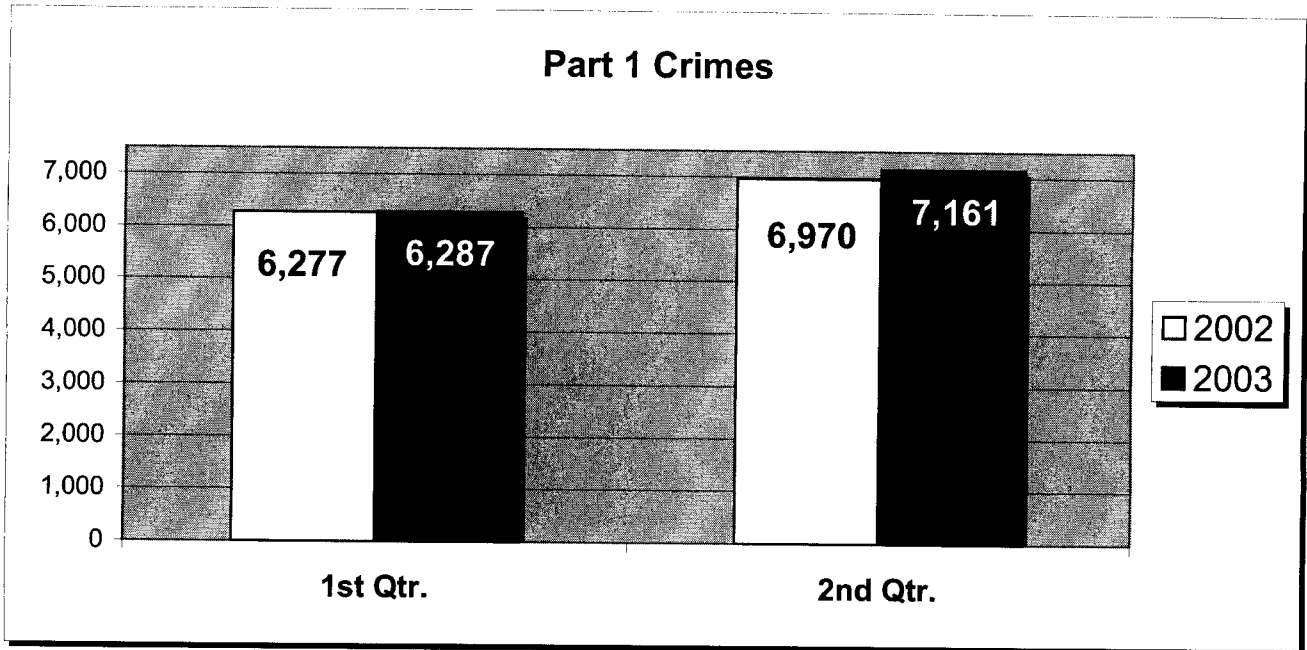
Attachment



QUALITY OF LIFE INDEX
2nd Quarter 2003 Update
September 3, 2002

SAFETY

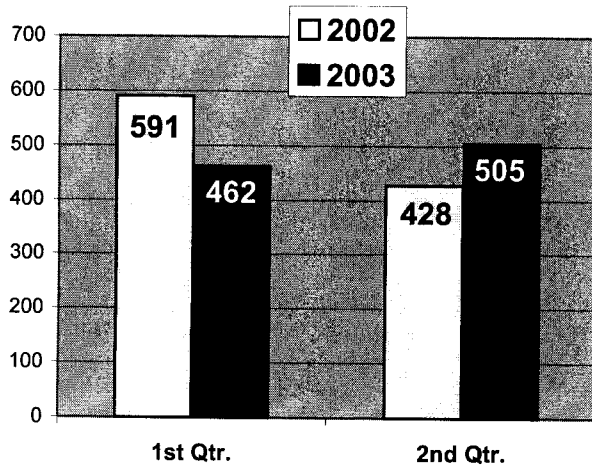
Part 1 Crimes
Part 2 Crimes
2002 vs. 2003



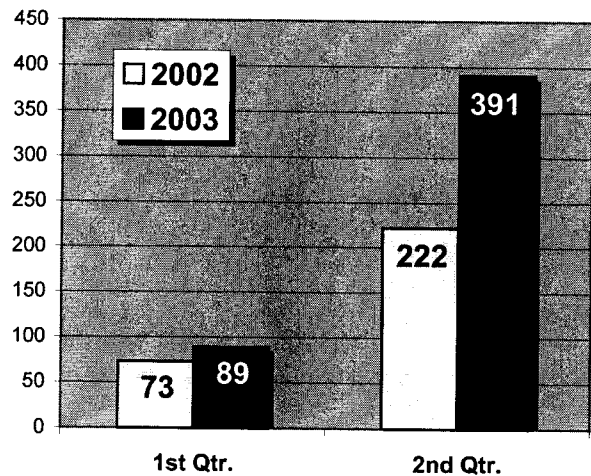
SAFETY CLEANLINESS

Abandoned Cars,
Noise Citations,
Panhandling Citations
2002 vs. 2003

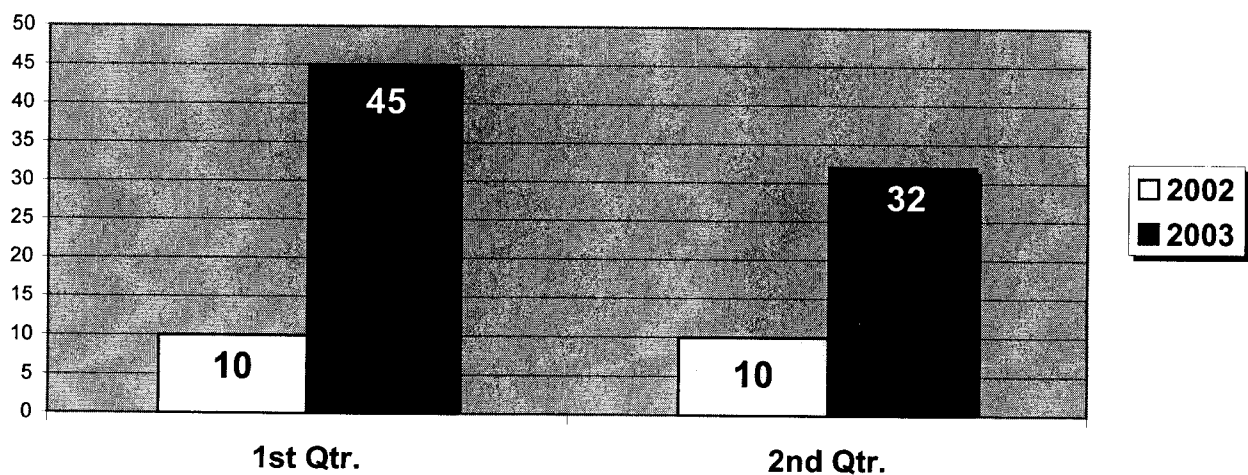
Abandoned Cars Removed



Noise Citations



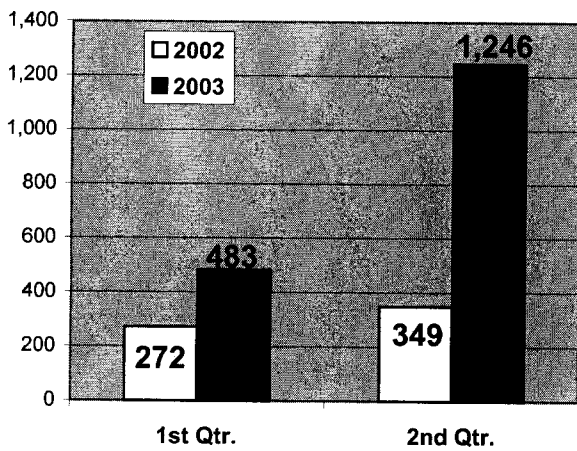
Panhandling Citations



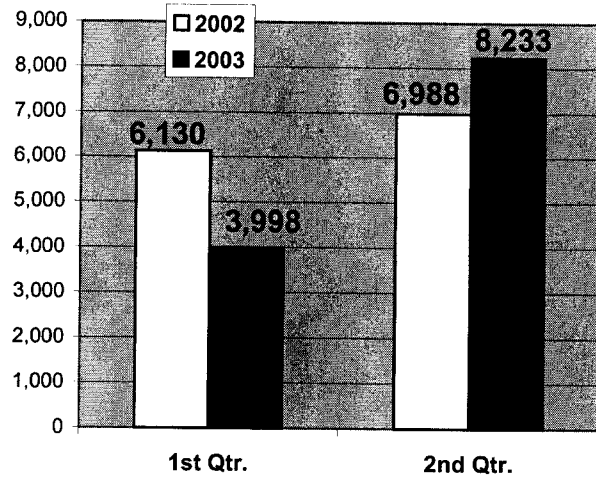
CLEANLINESS

Potholes, Litter Citations, Street Sweeping Miles

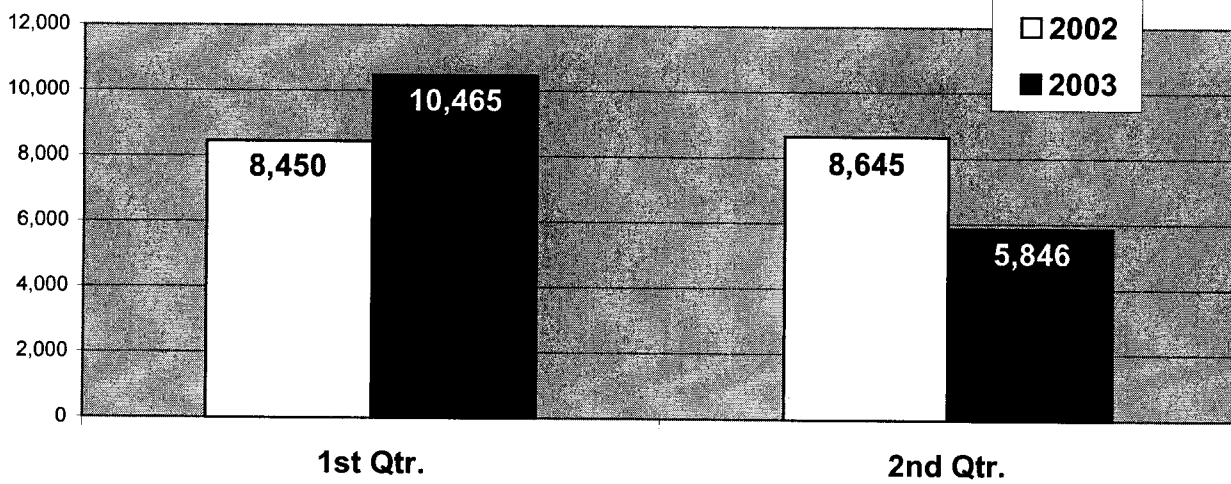
Litter Citations



Street Sweeping Miles



Potholes Repaired



SAFETY

Part 1 Crimes
2003 2nd Quarter Update

NEIGHBORHOOD	DST	Totals	Homicides	Rape	Robbery	Agg Assault	Burglaries	Thefts	AutoTheft
C.B.D./RIVERFRONT	1	469	1	3	35	10	55	327	38
QUEENSGATE	1	64	0	1	3	3	11	36	10
WEST END	1	174	3	8	12	18	33	73	26
OVER-THE-RHINE	1	462	1	5	68	47	74	225	42
MOUNT ADAMS	1	52	0	0	2	0	11	36	3
PENDLETON	1	47	0	1	4	0	10	30	2
EAST END	2	59	0	1	1	0	17	31	9
EAST WALNUT HILLS	2	98	0	1	4	4	28	51	10
EVANSTON	2	195	0	5	10	11	58	62	49
HYDE PARK	2	117	0	1	2	1	23	82	8
CALIFORNIA	2	10	0	0	0	1	5	2	2
OAKLEY	2	162	0	1	9	2	17	116	17
O'BRYONVILLE	2	12	0	0	1	0	1	10	0
PLEASANT RIDGE	2	110	0	2	3	4	26	47	28
KENNEDY HEIGHTS	2	50	0	1	2	2	12	21	12
MT. LOOKOUT	2	30	0	0	0	0	8	19	3
COLUMBIA/TUSCULUM	2	72	0	0	1	2	28	32	9
LINWOOD	2	21	0	0	0	1	5	15	0
MADISONVILLE	2	120	0	4	10	6	32	45	23
MT. WASHINGTON	2	91	0	2	0	3	17	53	16
SAYLER PARK	3	40	0	0	1	1	8	28	2
RIVERSIDE	3	46	0	0	0	4	13	21	8
SEDAMSVILLE	3	38	0	0	0	2	9	17	10
NORTH FAIRMOUNT	3	27	0	2	1	1	8	9	6
ENGLISH WOODS	3	55	0	0	3	5	24	12	11
EAST WESTWOOD	3	45	0	3	3	3	11	15	10
MILLVALE	3	55	1	0	3	1	16	21	13
FAY APARTMENTS	3	62	1	1	4	3	22	19	12
SOUTH CUMMINSVILLE	3	14	0	1	1	1	4	4	3
EAST PRICE HILL	3	320	2	4	25	14	82	139	54
WEST PRICE HILL	3	337	0	2	16	11	67	180	61
WESTWOOD	3	503	1	4	30	6	91	298	73
LOWER PRICE HILL	3	61	0	1	5	8	17	24	6
SOUTH FAIRMOUNT	3	144	0	2	13	3	46	56	24
MOUNT AUBURN	4	165	0	4	15	10	33	68	35
CORRYVILLE	4	179	2	1	16	6	27	95	32
AVONDALE	4	340	1	4	18	30	49	148	90
NORTH AVONDALE	4	147	1	1	9	7	23	55	51
PADDOCK HILLS	4	28	1	2	0	2	4	15	4
HARTWELL	4	86	0	0	5	4	11	50	16
CARTHAGE	4	64	0	2	2	2	12	34	12
ROSELAWN	4	125	0	1	16	4	13	60	31
BOND HILL	4	115	0	0	7	7	20	48	33
WALNUT HILLS	4	345	0	6	32	31	73	120	83
COLLEGE HILL	5	120	0	3	3	5	20	65	24
CLIFTON/UNIVERSITY HEIGHTS	5	161	0	2	7	5	28	98	21
FAIRVIEW	5	204	0	1	15	7	44	114	23
NORTHSIDE	5	293	0	2	26	12	87	114	52
CLIFTON	5	220	0	0	7	4	41	142	26
MOUNT AIRY	5	112	0	3	4	5	16	65	19
WINTON HILLS	5	98	0	3	5	6	31	23	30
WINTON PLACE	5	124	0	0	3	2	13	83	23
CAMP WASHINGTON	5	73	0	0	8	5	12	38	10
TOTALS		7,161	15	91	470	332	1,446	3,591	1,215

SAFETY

Part 2 Crimes
2003 2nd Quarter Update

NEIGHBORHOOD	DST	TOTAL	Assaults	Vandalism	Sexual	Family	Disorder	Other
C.B.D./RIVERFRONT	1	173	80	68	3	0	21	1
QUEENSGATE	1	42	15	21	3	0	3	0
WEST END	1	194	114	67	1	1	8	3
OVER-THE-RHINE	1	376	235	114	4	1	19	3
MOUNT ADAMS	1	16	2	12	0	0	2	0
PENDLETON	1	39	28	7	0	0	4	0
EAST END	2	13	7	5	0	0	1	0
EAST WALNUT HILLS	2	39	17	17	0	0	5	0
EVANSTON	2	131	78	42	2	0	8	1
HYDE PARK	2	38	11	18	2	2	5	0
CALIFORNIA	2	8	3	5	0	0	0	0
OAKLEY	2	51	12	29	0	0	10	0
O'BRYONVILLE	2	3	0	3	0	0	0	0
PLEASANT RIDGE	2	62	25	30	2	1	4	0
KENNEDY HEIGHTS	2	46	23	14	0	0	9	0
MT. LOOKOUT	2	22	5	14	0	0	3	0
COLUMBIA/TUSCULUM	2	37	13	21	0	0	3	0
LINWOOD	2	15	6	5	1	0	3	0
MADISONVILLE	2	107	55	33	1	2	15	1
MT. WASHINGTON	2	60	28	23	0	1	7	1
SAYLER PARK	3	32	9	19	0	1	3	0
RIVERSIDE	3	28	15	8	0	0	5	0
SEDAMSVILLE	3	30	16	10	3	0	1	0
NORTH FAIRMOUNT	3	31	16	9	0	2	2	2
ENGLISH WOODS	3	64	37	18	1	1	7	0
EAST WESTWOOD	3	46	26	12	0	0	7	1
MILLVALE	3	94	47	39	0	1	6	1
FAY APARTMENTS	3	82	40	32	2	1	4	3
SOUTH CUMMINSVILLE	3	31	19	9	1	0	2	0
EAST PRICE HILL	3	330	202	99	2	2	23	2
WEST PRICE HILL	3	309	162	99	3	6	37	2
WESTWOOD	3	342	135	149	5	4	46	3
LOWER PRICE HILL	3	64	43	19	0	0	2	0
SOUTH FAIRMOUNT	3	125	62	44	4	0	15	0
MOUNT AUBURN	4	125	59	53	1	0	12	0
CORRYVILLE	4	93	47	38	1	0	6	1
AVONDALE	4	329	183	97	4	2	37	6
NORTH AVONDALE	4	89	41	35	0	1	11	1
PADDOCK HILLS	4	19	8	9	1	0	1	0
HARTWELL	4	32	13	12	2	0	5	0
CARTHAGE	4	33	11	17	0	0	4	1
ROSELAWN	4	79	46	24	0	0	7	2
BOND HILL	4	76	34	28	2	0	12	0
WALNUT HILLS	4	202	89	83	2	2	19	7
COLLEGE HILL	5	124	59	45	0	1	19	0
CLIFTON/UNIVERSITY HEIGHTS	5	72	30	28	5	0	9	0
FAIRVIEW	5	120	42	69	2	0	7	0
NORTHSIDE	5	188	104	58	3	1	19	3
CLIFTON	5	100	41	46	2	1	9	1
MOUNT AIRY	5	107	48	37	1	0	18	3
WINTON HILLS	5	135	74	39	4	1	15	2
WINTON PLACE	5	57	17	29	2	0	7	2
CAMP WASHINGTON	5	47	25	15	1	0	5	1
TOTALS		5,107	2,557	1,876	73	35	512	54

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Felonious Assaults with Injury - Firearm Used 2002-2003

NEIGHBORHOOD	DST	2003			2002				
		TOTAL	1st	2nd	TOTAL	1st	2nd	3rd	4th
C.B.D./RIVERFRONT	1	6	6	0	1	0	0	0	1
QUEENSGATE	1	0	0	0	1	0	1	0	0
WEST END	1	18	11	7	36	3	7	8	18
OVER-THE-RHINE	1	50	33	17	55	8	9	18	20
MOUNT ADAMS	1	0	0	0	0	0	0	0	0
PENDLETON	1	2	2	0	6	1	2	2	1
HYDE PARK	2	0	0	0	0	0	0	0	0
CALIFORNIA	2	3	0	3	2	0	1	0	1
OAKLEY	2	7	4	3	15	2	0	5	8
O'BRYONVILLE	2	0	0	0	0	0	0	0	0
PLEASANT RIDGE	2	1	0	1	0	0	0	0	0
KENNEDY HEIGHTS	2	0	0	0	0	0	0	0	0
MT. LOOKOUT	2	0	0	0	0	0	0	0	0
COLUMBIA/TUSCULUM	2	0	0	0	5	0	0	5	0
LINWOOD	2	0	0	0	3	0	1	0	2
MADISONVILLE	2	0	0	0	0	0	0	0	0
MT. WASHINGTON	2	0	0	0	0	0	0	0	0
EAST END	2	0	0	0	0	0	0	0	0
EAST WALNUT HILLS	2	6	5	1	8	0	5	0	3
EVANSTON	2	0	0	0	0	0	0	0	0
SAYLER PARK	3	0	0	0	0	0	0	0	0
RIVERSIDE	3	0	0	0	0	0	0	0	0
SEDAMSVILLE	3	0	0	0	0	0	0	0	0
NORTH FAIRMOUNT	3	0	0	0	11	0	0	11	0
ENGLISH WOODS	3	0	0	0	0	0	0	0	0
EAST WESTWOOD	3	1	0	1	0	0	0	0	0
MILLVALE	3	0	0	0	0	0	0	0	0
FAY APARTMENTS	3	0	0	0	1	0	0	1	0
SOUTH CUMMINSVILLE	3	0	0	0	0	0	0	0	0
EAST PRICE HILL	3	1	1	0	0	0	0	0	0
WEST PRICE HILL	3	0	0	0	0	0	0	0	0
WESTWOOD	3	0	0	0	1	0	0	1	0
LOWER PRICE HILL	3	0	0	0	0	0	0	0	0
SOUTH FAIRMOUNT	3	0	0	0	1	0	1	0	0
MOUNT AUBURN	4	0	0	0	5	5	0	0	0
CORRYVILLE	4	5	2	3	2	1	0	0	1
AVONDALE	4	9	4	5	13	2	1	6	4
NORTH AVONDALE	4	2	1	1	6	0	0	4	2
PADDOCK HILLS	4	1	1	0	0	0	0	0	0
HARTWELL	4	2	0	2	0	0	0	0	0
CARTHAGE	4	0	0	0	0	0	0	0	0
ROSELAWN	4	4	2	2	4	1	0	1	2
BOND HILL	4	3	1	2	12	5	2	4	1
WALNUT HILLS	4	11	0	11	9	2	2	4	1
COLLEGE HILL	5	7	3	4	7	1	1	2	3
CLIFTON/UNIVERSITY HEIGHTS	5	9	0	9	2	0	1	1	0
FAIRVIEW	5	5	4	1	5	2	1	0	2
NORTHSIDE	5	21	5	16	10	2	0	2	6
CLIFTON	5	5	3	2	3	0	0	0	3
MOUNT AIRY	5	7	2	5	2	0	0	0	2
WINTON HILLS	5	3	0	3	14	1	7	0	6
WINTON PLACE	5	5	0	5	4	0	1	0	3
CAMP WASHINGTON	5	5	1	4	2	0	0	0	2
TOTALS		199	91	108	246	36	43	75	92

Drug Arrest Evictions

Councilmember Pepper requested an update on the process utilized by the Cincinnati Police Department to evict drug dealers. The process begins when a drug arrest occurs in a private residence. Within three days of the arrest, the Street Corner Unit sends a certified letter to the building owner advising the building owner that pursuant to City Code, the involved party can be evicted. The involved party often leaves without official order. If the involved party refuses to leave, Street Corner Detectives seek formal court eviction orders.

	Evictions requested	Court Orders Received
2002	62	31
2003*	16	12

*Through June 30

SAFETY

Noise Violations 2003 2nd Quarter Update

NEIGHBORHOOD	DST	2003			2002				
		TOTAL	1st	2nd	TOTAL	1st	2nd	3rd	4th
C.B.D./RIVERFRONT	1	22	2	20	10	3	5	2	0
QUEENSGATE	1	0	0	0	0	0	0	0	0
WEST END	1	5	0	5	3	1	0	2	0
OVER-THE-RHINE	1	43	21	22	29	11	7	6	5
MOUNT ADAMS	1	0	0	0	0	0	0	0	0
PENDLETON	1	0	0	0	1	0	0	0	1
HYDE PARK	2	0	0	0	2	1	1	0	0
CALIFORNIA	2	1	1	0	0	0	0	0	0
OAKLEY	2	6	0	6	0	0	0	0	0
O'BRYONVILLE	2	1	0	1	0	0	0	0	0
PLEASANT RIDGE	2	0	0	0	1	1	0	0	0
KENNEDY HEIGHTS	2	1	1	0	0	0	0	0	0
MT. LOOKOUT	2	1	1	0	1	0	0	1	0
COLUMBIATUSCULUM	2	0	0	0	0	0	0	0	0
LINWOOD	2	1	0	1	0	0	0	0	0
MADISONVILLE	2	0	0	0	4	1	1	2	0
MT. WASHINGTON	2	1	0	1	4	3	1	0	0
EAST END	2	0	0	0	1	1	0	0	0
EAST WALNUT HILLS	2	8	0	8	4	0	3	0	1
EVANSTON	2	0	0	0	14	2	8	4	0
SAYLER PARK	3	1	0	1	1	0	0	1	0
RIVERSIDE	3	0	0	0	0	0	0	0	0
SEDAMSVILLE	3	1	0	1	1	0	1	0	0
NORTH FAIRMOUNT	3	4	1	3	11	2	5	4	0
ENGLISH WOODS	3	6	1	5	23	6	10	6	1
EAST WESTWOOD	3	4	2	2	25	3	10	12	0
MILLVALE	3	6	1	5	15	2	8	5	0
FAY APARTMENTS	3	9	5	4	7	0	5	2	0
SOUTH CUMMINSVILLE	3	2	2	0	4	1	2	0	1
EAST PRICE HILL	3	40	4	36	52	4	25	19	4
WEST PRICE HILL	3	21	2	19	34	3	16	13	2
WESTWOOD	3	9	2	7	18	1	9	6	2
LOWER PRICE HILL	3	4	2	2	6	2	3	0	1
SOUTH FAIRMOUNT	3	4	2	2	10	0	5	5	0
MOUNT AUBURN	4	5	0	5	5	0	2	2	1
CORRYVILLE	4	101	16	85	21	1	10	8	2
AVONDALE	4	20	3	17	23	9	14	0	0
NORTH AVONDALE	4	3	0	3	3	0	0	2	1
PADDOCK HILLS	4	0	0	0	5	1	2	2	0
HARTWELL	4	0	0	0	0	0	0	0	0
CARTHAGE	4	2	0	2	0	0	0	0	0
ROSELAWN	4	1	1	0	6	0	0	6	0
BOND HILL	4	3	1	2	15	3	8	3	1
WALNUT HILLS	4	19	3	16	13	2	7	3	1
COLLEGE HILL	5	18	2	16	5	2	1	0	2
CLIFTON/UNIVERSITY HEIGHTS	5	4	0	4	5	0	3	2	0
FAIRVIEW	5	23	2	21	11	0	7	4	0
NORTHSIDE	5	46	7	39	17	4	3	9	1
CLIFTON	5	3	1	2	6	0	3	2	1
MOUNT AIRY	5	7	0	7	2	0	1	0	1
WINTON HILLS	5	16	1	15	5	1	2	2	0
WINTON PLACE	5	6	1	5	0	0	0	0	0
CAMP WASHINGTON	5	2	1	1	8	2	1	5	0
TOTALS		480	89	391	431	73	189	140	29

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Abandoned Cars Removed
2nd Quarter Update
2003

Abandoned Cars Removed:

YEAR		ABANDONED CARS (Public/ Private)
1999		690
2000		605
2001	Jan-Mar	161
	Apr-Jun	111
	Jul-Sep	248
	Oct-Dec	394
	Yearly Total	914
2002	Jan-Mar	591
	Apr-Jun	428
	Jul-Sep	662
	Oct-Dec	488
	Yearly Total	2169
2003	Jan-Mar	462
	Apr-Jun	505/157

SAFETY

Panhandling
(Interfere-Impede Solicitation and Begging)
2003 2nd Quarter Update

NEIGHBORHOOD	DST	2003			2002				
		TOTAL	1st	2nd	TOTAL	1st	2nd	3rd	4th
C.B.D./RIVERFRONT	1	48	28	20	33	1	13	14	5
QUEENSGATE	1	1	0	1	0	0	0	0	0
WEST END	1	7	6	1	7	1	3	2	1
OVER-THE-RHINE	1	13	7	6	7	1	5	1	0
MOUNT ADAMS	1	0	0	0	0	0	0	0	0
PENDLETON	1	0	0	0	0	0	0	0	0
HYDE PARK	2	0	0	0	2	2	0	0	0
CALIFORNIA	2	1	1	0	0	0	0	0	0
OAKLEY	2	0	0	0	0	0	0	0	0
O'BRYONVILLE	2	2	2	0	0	0	0	0	0
PLEASANT RIDGE	2	0	0	0	0	0	0	0	0
KENNEDY HEIGHTS	2	0	0	0	1	0	0	0	1
MT. LOOKOUT	2	0	0	0	0	0	0	0	0
COLUMBIA/TUSCULUM	2	0	0	0	0	0	0	0	0
LINWOOD	2	1	0	1	0	0	0	0	0
MADISONVILLE	2	0	0	0	0	0	0	0	0
MT. WASHINGTON	2	0	0	0	0	0	0	0	0
EAST END	2	0	0	0	0	0	0	0	0
EAST WALNUT HILLS	2	0	0	0	1	0	0	1	0
EVANSTON	2	0	0	0	0	0	0	0	0
SAYLER PARK	3	0	0	0	0	0	0	0	0
RIVERSIDE	3	0	0	0	0	0	0	0	0
SEDAMSVILLE	3	0	0	0	0	0	0	0	0
NORTH FAIRMOUNT	3	0	0	0	0	0	0	0	0
ENGLISH WOODS	3	0	0	0	0	0	0	0	0
EAST WESTWOOD	3	0	0	0	0	0	0	0	0
MILLVALE	3	0	0	0	0	0	0	0	0
FAY APARTMENTS	3	0	0	0	0	0	0	0	0
SOUTH CUMMINSVILLE	3	0	0	0	0	0	0	0	0
EAST PRICE HILL	3	0	0	0	0	0	0	0	0
WEST PRICE HILL	3	1	0	1	0	0	0	0	0
WESTWOOD	3	0	0	0	0	0	0	0	0
LOWER PRICE HILL	3	0	0	0	0	0	0	0	0
SOUTH FAIRMOUNT	3	0	0	0	0	0	0	0	0
MOUNT AUBURN	4	0	0	0	0	0	0	0	0
CORRYVILLE	4	0	0	0	0	0	0	0	0
AVONDALE	4	0	0	0	0	0	0	0	0
NORTH AVONDALE	4	0	0	0	0	0	0	0	0
PADDOCK HILLS	4	0	0	0	0	0	0	0	0
HARTWELL	4	0	0	0	0	0	0	0	0
CARTHAGE	4	0	0	0	0	0	0	0	0
ROSELAWN	4	0	0	0	0	0	0	0	0
BOND HILL	4	0	0	0	0	0	0	0	0
WALNUT HILLS	4	2	1	1	1	1	0	0	0
COLLEGE HILL	5	0	0	0	0	0	0	0	0
CLIFTON/UNIVERSITY HEIGHTS	5	0	0	0	0	0	0	0	0
FAIRVIEW	5	0	0	0	0	0	0	0	0
NORTHSIDE	5	1	0	1	1	0	0	0	1
CLIFTON	5	0	0	0	0	0	0	0	0
MOUNT AIRY	5	0	0	0	0	0	0	0	0
WINTON HILLS	5	0	0	0	0	0	0	0	0
WINTON PLACE	5	0	0	0	0	0	0	0	0
CAMP WASHINGTON	5	0	0	0	0	0	0	0	0
TOTALS		77	45	32	53	6	21	18	8

Housing Docket Status (as of July 21, 2003)

The following serves as a status report of the Housing Docket as of July 21, 2003.

On July 21, 2003, one (1) building code violation case was arraigned. Four (4) building code violation cases were continued for trial, and one (1) case was continued for jury trial. Three (3) cases were continued for pre-trial report.

Two (2) cases resulted in convictions. In both cases, the defendants were found guilty upon pleas of No Contest. In both cases, 180 days were imposed, all days suspended. In both cases, the defendants were placed on probation for a term of 1 year. The terms of probation included the restriction that no new housing code violations can occur. In one of the cases, the Judge imposed a fine of \$500.00 plus court costs. In the other case, the Judge imposed a fine of \$100.00 plus court costs.

As of July 21, 2003, fifty-five (55) cases have been filed in the Housing Court Docket.

As of July 21, 2003, there have been no trials and sixteen (16) convictions.

CLEANLINESS

Graffiti Abatement
2nd Quarter Update
2003

Graffiti Abatement

Information provided below is for the year 2002. Prior to this year, accurate tracking measures were not in place. Years prior were tracked only by total square footage abated. For years 1999, 2000 and 2001, the average annual square footage abated was 150,000+.

		LETTERS SENT	CITY ID'd	REC'D thru COMPLAINTS	TOTAL ABATED
2002	1st Qtr.	53	163	198	623
	2nd Qtr.	199	379	350	721

The new ordinance passed by City Council greatly simplified the abatement notice process. Now only one notice is required as opposed to multiple notices under the old system. Over 400 notices have been posted since the system was put into place. There is no backlog of locations waiting for right of entry forms, however there is a backlog of locations awaiting abatement.

		CITATIONS ISSUED	TOTAL ABATED
2002	3rd Qtr.	426	510
	4th Qtr.	168	583
2003	1st Qtr.	146	329
	2nd Qtr.	178	995

CLEANLINESS

Litter Control Summary
2003 2nd Quarter Update

Litter Control Statistical Summary

YEAR		COMPLAINTS RECEIVED	CITATIONS ISSUED				COMPLAINTS RESOLVED (%)
			Litter	Weeds	Dumping	Total	
1999		4,119	341	145	4	490	3459 (84%)
2000		7,751	640	305	17	962	7258 (94%)
2001	1st Qtr.	1687	113	2	4	119	1174 (70%)
	2nd Qtr.	2337	127	79	4	210	2077(89%)
	3rd Qtr.	1834	164	146	2	312	2414(100%*)
	4th Qtr.	1248	112	80	1	193	1388(100%*)
	Year Total	7106	517	306	11	834	7053(99%)
2002	1st Qtr.	1904	263	9	0	272	1608**(84%)
	2nd Qtr.	2955	224	122	3	349	2173(74%)
	Mid-Year Total	4859	487	131	3	621	3781(78%)
	3rd Qtr.	2500	543	436	3	982	2638(100%*)
	4th Qtr.	1054	382	104	4	490	1319(100%*)
	Year Total	8413	1412	671	10	2143	8038(96%)
2003	1st Qtr.	1291	479	2	2	483	1064(82%)
	2nd Qtr.	2887	514	730	2	1246	2269(79%)
	Mid-Year Total	4178	993	732	4	1729	3333 (80%)

* Instances where number of complaints resolved exceeds number of complaints received are due to resolution of complaints that carry over from previous quarters.

CLEANLINESS

Potholes
2003 2nd Quarter Update

Potholes Filled:

The Public Services Department provides a proactive service in filling potholes. The Department has two highly efficient "Spray Injector Portapatchers" (pothole filling machines) that patrol the east and west side of town. The crews operating these machines become very familiar with the poorer condition roadways and are able to seek out and fill potholes before they become hazardous and often time before they are reported to the City. The Department has a performance measure for this effort and in 2001 95% of all potholes were filled proactively and did not have to be reported by citizens.

YEAR		POTHOLE FILLING	
1999	Yearly Total		48,700
2000	Yearly Total		53,800
2001	Jan-Mar		18,002
	Apr-Jun		11,098
	Jul-Sept		10,751
	Oct-Dec		8,466
	Yearly Total		48,317
2002	Jan-Mar		8,450
	Apr-Jun		8,645
	Jul-Sept		1,736
	Oct-Dec		2,034
	Yearly Total		20,865
2003	Jan- Mar		10,465
	Apr-Jun		5,846

CLEANLINESS

Street Sweeper Mileage
2003 2nd Quarter Update

Street Sweeping:

YEAR		CURB MILES SWEPT	DEBRIS COLLECTED (TONS)
1999		18,537	695
2000		24,701	1,967
2001	1st Qtr.	5,867	761
	2nd Qtr.	6,172	823
	3rd Qtr.	5,575	615
	4th Qtr.	4,735	668
	Year Total	22,349	2,867
2002	1st Qtr.	6,130	536
	2nd Qtr.	6,988	580
	Mid-Year Total	13,118	1,116
	3rd Qtr.	7,418	481
	4th Qtr.	6,476	628
	Year Total	27,012	2,225
2003	1st Qtr.	3,998	336
	2nd Qtr.	8,233	744
	Mid-Year Total	12,231	1,080

HOUSING

Building Code Enforcement
2nd Quarter 2003 Update

Number of building code inspections conducted:

	1999	2000	2001	2002	2003
1st Quarter			5,148	5,302	4,754
2nd Quarter			5,148	6,207	7,654
3rd Quarter			5,148	8,084	
4th Quarter			5,149	8,787	
TOTAL	21,071	21,993	20,593	28,380	12,408

Number of building code orders issued:

	1999	2000	2001	2002	2003
1st Quarter			687	961	435
2nd Quarter			687	1,163	919
3rd Quarter			687	695	
4th Quarter			689	605	
TOTAL	2,856	2,456	2,750	3,424	1,354

Number of building code citations issued:

CIVIL/CRIMINAL	1999	2000	2001	2002	2003
1st Quarter	112	100	100	146	60/39
2nd Quarter	113	100	100	132	73/8
3rd Quarter	113	100	100	205	
4th Quarter	113	100	101	176	
TOTAL	451	400	401	659	133/47

Number of buildings demolished (hazards abated):

	1999	2000	2001	2002	2003
1st Quarter	14	7	14	5	17
2nd Quarter	15	7	14	3	17
3rd Quarter	15	7	14	21	
4th Quarter	15	8	15	10	
TOTAL	59	29	57	39	34

Number of blighted buildings secured:

	1999	2000	2001	2002	2003
1st Quarter	26	38	30	50	54
2nd Quarter	26	38	30	90	54
3rd Quarter	26	38	31	82	
4th Quarter	27	38	31	95	
TOTAL	105	152	122	317	108

HOUSING

Building Code Enforcement
2nd Quarter 2003 Update

Number of building code citations closed:

	1999	2000	2001	2002	2003
1st Quarter				350	809
2nd Quarter				899	667
3rd Quarter				871	
4th Quarter				823	
TOTAL				2,943	1,476

INFRASTRUCTURE

Street Rehabilitation Program
Lanes Miles Paved
2003 2nd Quarter Update

Street Rehabilitation Program Lane Miles Final Paved 1999 - 2002

YEAR		Lane Miles
1999	TOTAL	19
2000	TOTAL	133
2001	1st Qtr	0
	2nd Qtr	32
	3rd Qtr	66
	4th Qtr	75
	TOTAL	173
2002	1st Qtr	0
	2nd Qtr	10.4
	3rd Qtr	67.6
	4th Qtr	43.9
	TOTAL	121.9
2003	1st Qtr	0
	2nd Qtr	37.5